
From: Jerome Jones (TEMA) on behalf of Quality Compliance
Sent: Thursday, September 14, 2017 2:58 PM
Subject: Warranty Enhancement Program ZH1, Certain 2013 – 2015 RAV4, Extension of Warranty Coverage for U760E Torque Converter Shudder - Dealer
Attachments: ZH1 U760 Shudder WEP - Dealer Package 9-13-17.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to U760E Torque Converter Shudder.

Background

In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Although the Torque Converter is covered by Toyota’s New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers’ ownership experience. Toyota is now extending the warranty coverage for repairs related to Torque Converter Shudder.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles:

There are approximately 433,200 vehicles covered by this Warranty Enhancement Program. Approximately 5,800 vehicles involved in this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
RAV4	Certain 2013-2015	Late November 2012 – Early November 2014

Warranty Enhancement Program Details:

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle’s “New Vehicle Limited Warranty” for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever comes first.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Please reference the attachments for additional details.

Thank you for your support,

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